

Agilent CrossLab Silver Diagnostic service plan

Maximum productivity, minimal disruption

Today's labs face complex diagnostic and business challenges that require support from a true partner. Agilent CrossLab combines the innovative services, software, and consumables competencies of Agilent Technologies—delivering vital, actionable insights that drive improved economic and operational outcomes.

Ensure top instrument performance with the Agilent CrossLab Silver Diagnostic service plan

The Silver Diagnostic service plan gives you comprehensive instrument repair and maintenance coverage to meet all of your diagnostic laboratory needs. It includes:

- Preferred response over time-and-materials calls
- All onsite repair visits required to restore your system to operating condition
- All parts and consumables required for repair
- Hardware and software telephone support
- Annual preventive maintenance (PM) to keep your system running at peak performance

Agilent
CrossLab
From Insight to Outcome



Need additional support? We've got you covered.

If your lab is highly sensitive to downtime, consider Agilent CrossLab Gold—our most comprehensive mix of service and support.

Visit:

[www.agilent.com/crosslab/
laboratory-services-and-
support](http://www.agilent.com/crosslab/laboratory-services-and-support)

Additional diagnostic service options are available for ultimate peace of mind

CrossLab Silver Diagnostic with Interim PM

Includes all the benefits of our Silver Diagnostic service plan, plus interim maintenance for Agilent instruments that require two preventive maintenance services per year.

CrossLab Preventive Maintenance Diagnostic

This factory-recommended service ensures reliable operation and accuracy for a range of diagnostic systems. Our certified service engineers utilize quality Agilent parts and supplies, and follow certified procedures for the highest levels of maintenance. Benefits include:

- Expert inspection, cleaning, calibration, and lubrication of your diagnostic system
- All required travel and labor
- Proactive replacement of high-wear parts—regardless of condition—according to defined maintenance procedures

CrossLab Interim Preventive Maintenance Diagnostic

Covers inspection, cleaning, and adjustments needed to ensure high performance throughout the coverage period. Required travel and labor are included, and all regulatory requirements are met.

Why Agilent CrossLab service plans?

Expertise and convenience

Agilent CrossLab engineers have the skills, qualifications, and experience to properly service all of your lab instruments—regardless of make or model. As an industry leader in the design, manufacture, and service of laboratory equipment, we can consolidate all of your needs into a single convenient agreement.

Support for major brands

Agilent CrossLab plans cover instruments made by Agilent and other manufacturers. Whatever your laboratory configuration, we can provide the level of support that best meets your needs, goals, and budget.

Agilent Service Guarantee

If we cannot fix an Agilent instrument covered by our service agreement, we'll replace it. That's 100% peace of mind.

Telephone support for hardware and software

Some problems might not even require a service call. Our technical experts may be able to resolve your problem immediately over the phone—saving you from costly instrument downtime.



Dako Artisan Link Pro for special stains



Dako Autostainer Link 48 and Dako Omnis for IHC and advanced IHC/ISH staining



Agilent SureScan Dx Microarray scanner where available.

For more information about Agilent CrossLab Diagnostic services, call your local Agilent representative or visit

www.agilent.com/crosslab/laboratory-services-and-support

This information is subject to change without notice.

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